

# Talksoft™ Pre-Service Messaging

Appointment Reminders and Pre-Service  
Communications that Drive Response



Now more than ever, patients expect communication that mirrors their consumer experience. And while a variety of solutions have emerged, patient engagement tools tend to consist of disparate departmental tools that don't sync up.

RevSpring stands alone in creating a patient communication platform that connects the dots throughout the entire patient journey, with clear and concise communication that drives responses. Our patient messaging moves beyond single-message reminders to an intelligent, coordinated workflow of messages centered around a patient's encounter.

## Encounter-Based Patient Messaging

Intelligent reminders that surround the patient encounter for fluid engagement touchpoints:

- **Appointment Reminders:**  
Intelligent, tailored, and automated via phone, text, and email
- **SMS Auto-Response:**  
Validate the patient's response with an automated receipt
- **Just-in-Time Messages:**  
Automatically send a message several hours before the appointment, such as a copayment collection option
- **No-Show Messages:**  
Create a reschedule opportunity for patients who did not attend their appointment
- **One-Question Survey:**  
Gain a quick view of the patient's encounter experience
- **On-Demand Messaging:**  
Easily send custom messages regarding office closures or other alerts
- **Survey+ Messages:**  
A robust post-visit survey, with specialty specific questions
- **Secure Messaging:**  
Communicate securely with the patient, initiating the conversation from an encounter message appointment reminder or other

## Benefits

- Appointment reminders have helped practices **improve response rates by 50% or more** when using all communication modes
- **Intelligent** reminders that understand patient behavior and drive immediate response
- Move the needle on patient payments with **pre-service copayments** tied to the appointment reminder
- **Exceptional** implementation and customer support experience

## Features

- Drive patient loyalty with outreach messaging that reminds patients they are due for a visit
- Options for immediate confirmation and reschedule requests via phone, text, and email
- Two-way integration and automation with your scheduling system
- Customized to show your office's information in the Caller ID or "from" line, so patients trust the call
- Optimized by time of day to increase response rates



## Additional Patient Messaging Solutions

Complementary messaging solutions for needs that aren't encounter specific:

- **Payment Reminders:**  
Remind and facilitate payments 24/7, fixed within our advanced payment solutions
- **Outreach:**  
Engage patients when they are due for an appointment (recall messaging), remind them of preventative care schedules, or create targeted messaging for chronic conditions
- **Broadcast Messaging:**  
On demand mass messaging for patients in the event of weather-related closures or other alerts
- **Lab Phone:**  
Automate delivery of lab results, securely and accurately

## A Comprehensive Patient Engagement Platform

RevSpring has spent decades creating patient communication pathways that lead to increased patient satisfaction and successful financial responses. We are the leading provider of patient engagement and communication solutions that span the entire patient life cycle. From pre-service communication to post-service follow up and surveys, our solutions offer intelligent, cohesive messaging that informs, educates, and enhances the patient's journey.

**Move beyond a single-message approach with Talksoft messaging and RevSpring's patient communication platform to provide clear and concise communication throughout your patients' entire journey.**

